



Association for Local Telecommunications Services

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DIRECT DIAL: (202) 969-2585

EMILY M. WILLIAMS
ATTORNEY

December 8, 1997
C12000

Magalie Roman Salas
Secretary
Federal Communications Commission
1919 M Street, N.W.
Washington, D.C. 20554

Re: Application of BellSouth et al for Provision of In-
Region, InterLATA Services in South Carolina,
CC Docket No. 97-208

Dear Secretary Salas,

On December 3, 1997, Tom Cohen and I, representing the Association for Local Telecommunications Services ("ALTS") and Nannette Edwards and Steven Moses of ITC DeltaCom met with Melissa Waksman and Kevin Martin of Commissioner Furchtgott-Roth's office to discuss the ALTS and DeltaCom positions with respect to the above captioned Section 271 application filed by BellSouth.

Mr. Cohen and I generally reiterated the position taken in the ALTS Comments that the Commission must remain committed to the conclusions reached in its Michigan decision and that the BellSouth application is premature. Mr. Moses detailed the problems that DeltaCom has had with the LENS system and the other Operational Support Systems being used by BellSouth. In addition, Mr. Moses discussed some of the problems that DeltaCom has had with trouble reports and the lack of training that some BellSouth personnel have had in dealing with DeltaCom and its customers. The attached two page trouble report was given to Mr. Gallant as an example of some of the problems DeltaCom has had with trouble reports.

Sincerely

Emily M. Williams
Emily M. Williams

cc: Melissa Waksman
Kevin Martin

● Janine Kemp

12/02/97 02:05 PM

To: rodney.g.nowland@bridge.bellsouth.com
cc: susan.lewis1@bridge.bellsouth.com (bcc: Steve D Moses/DeltaCom)
Subject: Repair Call - (costs?)

Rodney:

We need your assistance in resolving an issue and hopefully insuring that this does not happen going forward. But before we assume the worst, here is what we know:

- Yesterday (12/01) DeltaCom received a trouble from a resell customer. Our technicians checked with TAFI and TAFI identified trouble and recommended 'front end test' and we followed through on this. Front end test automatically dispatches. When the technician arrived on site, he tested clean and CONFRONTED THE CUSTOMER WITH THE FACT THAT DELTACOM SHOULD HAVE FOUND THIS TROUBLE AND THEN SLAPPED A \$20 SERVICE CALL BILL ON THEIR DESK....
- First, WHY would BellSouth bill the customer??? DeltaCom is the customer of Record. (Resale Agreement Section V.G - refers to BellSouth billing DeltaCom for troubles NOT found in BST's network)
- Second, I thought that BellSouth was training their employees NOT to differentiate in this manner?
- The trouble did turn out to be CPE (bad modem). This was found when our local technician worked with the customers data personnel and identified - MUCH more than the technician from BellSouth offered.

Please help us understand what took place. The customer's information is as follow:

American Tech Inc.
2520 Gunter Park Drive
Montgomery, Alabama
334-272-0520

Thank you in advance!
Janine
205-241-3705



Statement Of Work Charges/Non-Basic Installation, Rearrangement & Maintenance

(8-95)

Customer Name AMERICAN TECH	Date 12-1-97	Telephone No./Ckt. ID 334-272-0520
Address 2520 GUNTER PARK DR	Class Of Service 178	Order No./Trouble Ticket No. 0478005
Customer ID No.	Time 11:45 AM	

Co. To Be Used <input checked="" type="checkbox"/>	Detariffed Installation And Rearrangements				Charges	
Use Only	Enter Labor Charges Below				Initial & Additional	
TMD	Non-Basic Install. - Labor Time	Initial Charges	Additional Units	Rate	Charges	Initial & Additional
		\$		\$	\$	\$
	Additional Labor Hours - 1/4 Hour Increments					
EBN	Modular Entrance Bridge			\$		\$
XHG	Separate Entrance Bridge			\$		\$
OPYCX	Materials & Equipment					\$
	Qty. Product	Qty. Product	Qty. Product			
	Other (Explain)					\$
	Total					\$

<input checked="" type="checkbox"/>	Detariffed Maintenance				Charges	
TMX	Non-Basic - No Repair	Enter Labor Charges Below			Initial & Additional	
TXR	Non-Basic - Repaired	Initial Charges	Additional Units	Rate	Charges	Initial & Additional
	Normal	\$		\$	\$	\$
	Premium	\$		\$	\$	\$
	Additional Labor Hours - 1/4 Hour Increments					
MTX	Materials & Equipment					\$
	Qty. Product	Qty. Product	Qty. Product			
	Other (Explain)					\$
	Total					\$

<input checked="" type="checkbox"/>	Tariffed Rearrangements				Charges	
RWW	Rearrange Drop/Protector/NI	Enter Labor Charges Below			Initial & Additional	
		Initial Charges	Additional Units	Rate	Charges	Initial & Additional
	Labor Hours - 1/4 Hour Increments	\$		\$	\$	\$
	Tariffed Work Flat Rate					\$
	Other (Explain)					\$
	Total					\$

<input checked="" type="checkbox"/>	Tariffed Maintenance				Charges	
IDP	Trouble Determination - Pvt. Line					
TDC	Trouble Determination - Complex					
TMC	Tariffed Maintenance - Complex	Enter Labor Charges Below			Initial & Additional	
		Initial Charges	Additional Units	Rate	Charges	Initial & Additional
	Labor Hours - 1/4 Hour Increments	\$ 20.00		\$	\$	\$ 20.00
	Labor Hours - 1/2 Hour Increments	\$		\$	\$	\$
	Other (Explain)					\$
	Total					\$

Important: Charges quoted by the technician may not be all inclusive. Service order and central office line connection charges, where applicable, are not shown on this invoice. Save this statement for warranty proof and see other side. Do Not make payment to technician at this time. You will be billed later.

Customer/Agent (Please Print)	Relationship To Customer	Signature x Diane Pickle	Date
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Work Description
Trouble Determination on 10/10 to RJ41X

CUSTOMER